



02 About this report

This is SingTel's third annual Sustainability Report and was published in June 2012. It presents and discusses aspects of our sustainability strategies, policies and performance relating to environmental, social, governance and economic issues. It also charts the developments and progress of our ongoing sustainability journey.

SingTel has identified a framework with four key focus areas which our sustainability strategy and report are based upon: Marketplace, People, Environment and Community.

The report is available in a fully integrated web version and as a downloadable Portable Document Format (PDF) file.

Scope

The information contained in SingTel's 2012 Sustainability Report covers the sustainability practices and initiatives of SingTel Group's business in Singapore where it is headquartered. All data, statistics and improvement targets refer to these operations unless otherwise stated.

In Singapore, our 100% owned subsidiaries include NCS Pte Ltd, SingTel Mobile, SingNet, SingTel Digital Media and SingTel Innov8. Our wholly-owned subsidiary, Optus, operates in Australia and has been producing its own Corporate Responsibility Report since 2000. These reports are available online at www.optus.com.au.

This report includes the results of a carbon footprinting exercise and has significantly expanded the range of data presented. This is also the first time that our report has been subject to an assurance process by an external third party.

Reporting period

This report relates to our sustainability performance during the financial year 1 April 2011 to 31 March 2012 (FY2012). The last report produced was for the preceding financial year.

GRI guidelines

This report follows the Global Reporting Initiative's (GRI) reporting guidelines version 3.1. We have also used aspects of the pilot version of GRI's Telecommunications Sector Supplement. It meets the requirements of a GRI Level B+ report having been subject to an application level check by the GRI and an external assurance process.

For more information on the GRI guidelines please visit www.globalreporting.org.

Feedback

We are fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to Deputy Director, Group CSR, at csr@singtel.com.